



Senior Licensing Officer - Level 3 (MIS24319)

Group:	Industry Regulation and Consumer Protection	Location:	Cannington
Division/Directorate:	Licensing Services	Supervises:	0
Branch:	Building Industry Licensing	Reports to:	Principal Licensing Coordinator
Section:	NA		

Operational Context

Within the Service Delivery Division, the Licensing Services Directorate is responsible for receiving, assessing and determining a wide range of consumer protection, dangerous goods, and building and energy licences, registrations, lodgements and applications. This Directorate plays a significant role in protecting Western Australians by ensuring those that are authorised to carry out business, trade or operate in industries regulated by the Department are suitably qualified, skilled and responsible.

Role Overview

The position undertakes assessments of, makes recommendations on and processes both routine and more complex applications for various licenses, renewals, registrations, permits and security cards for numerous occupations and functions regulated by the Department under a diverse range of legislation.

Building Leadership Impact as a Personal Leader

We believe that all our people are leaders and expect and encourage them to demonstrate leadership in their roles. Leadership in this position is about the work of individuals who make a direct and immediate difference to the agency, with personal accountability for delivering excellence.

Role Responsibilities

The following outlines the key responsibilities and duties related to this position:

- Use a range of information technology to record, update and maintain records held within various registers and databases.
- Train, advise, guide, direct and coach staff.
- Provide high quality customer service effectively communicating face-to-face, by phone and through correspondence in order to deliver accurate information to customers.
- Participate in coordinating the day-to-day operations of the team as required, including organising staff and carrying out licensing support activities.
- Assess, process and audit applications as required in accordance with relevant legislation, policies, procedures, processes and delegations

Corporate Responsibilities

The following outlines departmental responsibilities:

- Works within corporate policies and procedures, acts with integrity and demonstrates ethical behaviours aligned with the Department Code of Conduct.
- Takes reasonable care to protect your own safety and health at work, and that of others by co-operating with the safety and health policies and procedures of the department and complying with all applicable work health and safety laws.
- Contributes to the achievement of corporate objectives by ensuring that stakeholders are dealt with in a professional and timely manner.
- Performs other duties as directed.

Role Specific Requirements

The following outlines what experience and qualifications are required to undertake this role:

- Ability to interpret and apply legislation.
- Ability to identify solutions to routine administrative problems.
- Proficient computer skills including a working knowledge of databases, spreadsheets and word processing.

Expected Leadership Behaviours

While it is expected that the occupant will demonstrate all leadership behaviours of a [Personal Leader](#), the following outlines those that are required to undertake this role:

- **Lead Collectively** - You proactively build strong working relationships with members of your team and use these relationships to

achieve your objectives and deliverables to a high standard.

- **Think Through Complexity** - You know where to find relevant information and use a common sense approach to research and analyse, and then make evidence based recommendations.
- **Dynamically Sense The Environment** - You adjust priorities and pace with guidance when necessary to ensure you contribute to delivering value for your team.
- **Deliver on High Leverage Areas** - Under the supervision of your manager, you work to meet specified timelines and priorities, completing your work to a high standard.
- **Build Capability** - You engage in processes and activities that grow the team's capability and effectiveness.
- **Embody The Spirit of Public Service** - You promote and show respect for the sector in completing your tasks and recognise that your interactions and service delivery have a direct impact on the reputation of the sector.
- **Lead Adaptively** - You demonstrate a willingness to extend your knowledge, skills and technical expertise to support your development, seeking guidance when necessary.

This position reports to:

Principal Licensing Coordinator

Position No: 00023596 Classification: L6

Positions reporting to this Role:

This position has no direct reports

Position Conditions:

The following outlines pre-employment assessments and ongoing conditions and requirements:

- The holder of this position exercises delegated statutory powers
- High integrity required for conflicts of interest
- Nationally Coordinated Criminal History Check

Approved Date

13-JAN-2025